

TELEHEALTH

24/7 VIRTUAL HEALTH CARE SERVICES — NON-EMERGENCY MEDICAL DOCTORS WHEN YOU NEED THEM

All health plan members have access to virtual telehealth visits. You can talk with a doctor for non-emergency medical care, 24/7, by phone, computer or tablet from anywhere, at any time. The cost is less than a typical office visit when you use the Teledoc or MDLive programs sponsored by BlueCross BlueShield and Cigna.

WHEN TO USE TELEHEALTH

- For non-emergency medical issues (allergies, asthma, bronchitis, cold & flu, infections, fever, ear aches, nausea, pink eye, sore throat, etc.)
- 24 hours a day, seven days a week — including nights, weekends and holidays
- Your doctor or pediatrician is unavailable
- It's not convenient to leave your home or work
- You are traveling and need medical care

BCBST- AND CIGNA-SPONSORED TELEHEALTH PROGRAM COSTS

- PPO Members: Copay is \$15 (in-network)
- CDHP Members: You pay the negotiated rate per visit until you reach your deductible, then the primary care office visit coinsurance applies.

Important: You must go through the BCBST and Cigna programs (Teledoc, MDLive) for medical services. The costs listed above do not apply to virtual health care services received from a different program or provider.

HERE'S HOW TO USE TELEDOC or MDLIVE

Save time - create your user profile in advance.

BCBST members —

- Log in at bcbst.com/members/tn_state/ and select **Talk With a Doctor Now**, or
- BCBST app — Click the **Talk With a Doctor Now** button
- You can also call 800.835.2362

Cigna members —

- MyCigna.com — Log in and click the **Connect Now** button, or
- MyCigna app — click the **Find Care & Costs** button and select **"Talk to a Doctor 24/7"**
- You can also call 888.726.3171